



# 101<sup>st</sup> Airborne Division Claims Office

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## PRIVATELY OWNED VEHICLE (POV) INSTRUCTIONS FOR FILING A CLAIM FOR LOSS/DAMAGE INCIDENTAL TO SHIPMENT (AR 27-20, CHAPTER 11)

To ensure adequate compensation for loss or damage incidental to the shipment of your POV, it is essential that you comply with the following requirements. Do not allow the **two year** limitation period to expire. If you have any questions on completing your claim, call the Claims Office at 798-5011/6428. If you wish to submit a claim, please walk in during our normal duty hours (Mon-Wed & Fri 0900-1600 and Thur 1300-1600).

### Who may present a claim?

A claim may be presented and signed (completed in ink, or typed) by the owner of a POV or in his/her name by a duly authorized agent or legal representative, who must present a valid Power of Attorney.

### When must your claim be filed?

Your claim must be filed within **TWO YEARS** from the date you picked up your vehicle from the Vehicle Processing Center. This two year requirement is established by law - **IT CANNOT BE WAIVED!**

### Private Insurance?

If your loss or damage is covered by private insurance, **you must first file and settle your claim with your insurer.** Check your policy for the time prescribed for filing. When you file your claim with our office you must provide: (1) a copy of your insurance policy; (2) a copy of your claim against your insurance company; and (3) a copy of the insurance settlement. Failure to do so may result in a reduction in the amount paid for your claim or in a denial of your claim.

**NOTE:** Do not dispose of any damaged/destroyed items/parts before your claim is settled. The Claims Office needs to inspect your vehicle. If replacement cost is awarded

for an item/part, less any applicable depreciation, ownership of the property replaced passes to the Government. Accordingly, you may be required by the Claims Office to turn in the damaged item to the Defense Reutilization & Marketing Office (DRMO) before payment of your claim. The necessary documents for turn-in will be furnished to you by the Claims Office. If you choose to retain the item, the salvage value of that item will be deducted from your claim. Obtain estimates of repair as explained below. **Do not have the actual repair performed without consulting the Claims Office.**

### Reconsideration:

If you provide us with the necessary documentation described above, we will fairly and promptly adjudicate your claim. However, if you disagree with the adjudication of your claim, or if you wish to make a supplemental claim for any loss, damage, or incidental expenses such as estimate fees, drayage, or sales tax, etc., you may request reconsideration. Under the provisions of Army Regulation 27-20, paragraph 11-20, you have **60 days from the date of settlement or disapproval of your claim to request reconsideration.** Your request for reconsideration **must be in writing and addressed to this Claims Office.** Please make sure you clearly state the factual or legal basis for relief, and attach any additional evidence you want considered. To avoid delays in processing, please notify the Claims Office within **ten (10) days** if you intend to request reconsideration. If you do not inform us of your intent to request reconsideration within **10 days**, your claim will be forwarded for record retirement and it will take us some time to retrieve the file.

OSJA  
ATTN: Claims Division  
Bldg 125, Forrest Rd.  
Fort Campbell, KY 42223

798-5011/6428